

Transcript: VICTORIA

Taylor-4982570987339776-5268589636796416

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. Um, I was just calling because I got a message and, uh, they said that they were going to turn off my free phone. I, um, I was trying to reapply for the SR... What is it? SR7 or 27? That I have to, uh, see if everything's the same and I wanted to see if you can update, update it through the phone because I don't have a ride to the office. Okay. Are you calling about medical insurance? Uh, nah. The... Just the food stamps. Yeah. We have nothing to do with food stamps. You have to call them. Oh, really? Oh, they, they, they sent me a text right now. That's why I called this number. Yeah. This is for medical insurance, not food stamps. Oh. A- And I did have a medical card that I did go to the hospital, what was it? Last, last year or couple months... Like a month ago or so. And, um, and I used the card that, that was mailed to my house and it did not go through. They said that I... And I'm getting billed for it. Okay, sir. What's the name of the agency you work for? The agency that I work for? Yes. In order to have medical insurance with us, you would have to work through a staffing or temp agency. Oh. Oh, I'm working right now for Personnel. Um, I just started. That's why I don't know. They didn't see my email. I don't have my email. Would it be Partners Personnel? Yeah. There you go. Partners Personnel. Yeah. What's the last four of your Social? 1823. And your first and last name? Noé Casillas. Do you mind verifying your address and date of birth? 2436 Manville Street, Pomona, California 91767. And I'm sorry, your date of birth? 072788. Phone number 909-267-4086? Yes. And then email is N-O-E-C-7-7-7-8-8@Gmail.com? Yes. Yes. Okay. I don't see that you're enrolled nor have you ever been enrolled with us, so you don't have medical insurance. Oh. I had it when I was, um, married or when I was with a family, but I didn't know that it was different company then because I do have the card and that's why... That's what I gave them when I, when I went in the E and Emergency Room. Okay. Well, again, through Partners Personnel, you do not have medical insurance with us. Oh. Oh, yeah, because I just recently started. That's why. Um, okay. This is so confusing. All right. Thank you. I'll just go to the office as soon as I can. Thank you. Okay. Do you need help with el- With anything else? No. No, because I received a message from, from, from, from your number and it said- Okay. What exactly, what exactly did the text message say, sir? Wait. All right. It said, "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at 805-33... I mean, 323-3700 for info." Okay. So that is just letting you know that you are able to enroll into the medical insurance through Partners Personnel; however, your, your personal open enrollment period is coming to an end. So it ends on February 26th. Oh. You have until the 26th of February to enroll into Benefits. That is all that text message is stating. Oh. Do I do that in the office or through the phone? You can do it either or. Do you know what you're wanting to enroll into? Like what plan specifically? I wanted to just keep the food stamps as much as I could and the free phone and Medi-Cal. I don't need no Okay. ...cafe.

None of that, sir, is what we offer. That, that sounds like state benefi- benefits by the government. That's, that's not by us. This is just for the medical insurance being offered through your staffing agency. Oh, okay. So we have nothing to do with food stamps, a phone or anything like that. Oh, okay. Sorry. I... You're fine. All right. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello, Victoria. Um, I was just calling because I got a message and, uh, they said that they were going to turn off my free phone. I, um, I was trying to reapply for the SR... What is it? SR7 or 27? That I have to, uh, see if everything's the same and I wanted to see if you can update, update it through the phone because I don't have a ride to the office.

Speaker speaker_0: Okay. Are you calling about medical insurance?

Speaker speaker_1: Uh, nah. The... Just the food stamps.

Speaker speaker_0: Yeah. We have nothing to do with food stamps. You have to call them.

Speaker speaker_1: Oh, really? Oh, they, they, they sent me a text right now. That's why I called this number.

Speaker speaker_0: Yeah. This is for medical insurance, not food stamps.

Speaker speaker_1: Oh. A- And I did have a medical card that I did go to the hospital, what was it? Last, last year or couple months... Like a month ago or so. And, um, and I used the card that, that was mailed to my house and it did not go through. They said that I... And I'm getting billed for it.

Speaker speaker_0: Okay, sir. What's the name of the agency you work for?

Speaker speaker_1: The agency that I work for?

Speaker speaker_0: Yes. In order to have medical insurance with us, you would have to work through a staffing or temp agency.

Speaker speaker_1: Oh. Oh, I'm working right now for Personnel. Um, I just started. That's why I don't know. They didn't see my email. I don't have my email.

Speaker speaker_0: Would it be Partners Personnel?

Speaker speaker_1: Yeah. There you go. Partners Personnel. Yeah.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 1823.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Noé Casillas.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 2436 Manville Street, Pomona, California 91767.

Speaker speaker_0: And I'm sorry, your date of birth?

Speaker speaker_1: 072788.

Speaker speaker_0: Phone number 909-267-4086?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is N-O-E-C-7-7-7-8-8@Gmail.com?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. I don't see that you're enrolled nor have you ever been enrolled with us, so you don't have medical insurance.

Speaker speaker_1: Oh. I had it when I was, um, married or when I was with a family, but I didn't know that it was different company then because I do have the card and that's why... That's what I gave them when I, when I went in the E and Emergency Room.

Speaker speaker_0: Okay. Well, again, through Partners Personnel, you do not have medical insurance with us.

Speaker speaker_1: Oh. Oh, yeah, because I just recently started. That's why. Um, okay. This is so confusing. All right. Thank you. I'll just go to the office as soon as I can. Thank you.

Speaker speaker_0: Okay. Do you need help with el- With anything else?

Speaker speaker_1: No. No, because I received a message from, from, from, from your number and it said-

Speaker speaker_0: Okay. What exactly, what exactly did the text message say, sir?

Speaker speaker_1: Wait. All right. It said, "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at 805-33... I mean, 323-3700 for info."

Speaker speaker_0: Okay. So that is just letting you know that you are able to enroll into the medical insurance through Partners Personnel; however, your, your personal open enrollment period is coming to an end. So it ends on February 26th.

Speaker speaker_1: Oh.

Speaker speaker_0: You have until the 26th of February to enroll into Benefits. That is all that text message is stating.

Speaker speaker_1: Oh. Do I do that in the office or through the phone?

Speaker speaker_0: You can do it either or. Do you know what you're wanting to enroll into? Like what plan specifically?

Speaker speaker_1: I wanted to just keep the food stamps as much as I could and the free phone and Medi-Cal. I don't need no

Speaker speaker_0: Okay.

Speaker speaker_1: ...cafe.

Speaker speaker_0: None of that, sir, is what we offer. That, that sounds like state benefits by the government. That's, that's not by us. This is just for the medical insurance being offered through your staffing agency.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So we have nothing to do with food stamps, a phone or anything like that.

Speaker speaker_1: Oh, okay. Sorry. I...

Speaker speaker_0: You're fine.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome.